

Professional and Managerial Branch
General Administration Group
Administration Series

DEPUTY CHIEF ADMINISTRATIVE OFFICER

11/02 (AM)

Summary

Under administrative direction, direct the activities and operations of an assigned set of City departments in areas such as public works, or quality of life, to maximize service delivery, productivity improvement and cost effectiveness; provide highly responsible and complex administrative support to City management.

Typical Duties

Direct and oversee operations and development of assigned departments within the City. Involves: Consult with and provide guidance to department heads concerning organizational, operational, financial and budgetary goals, objectives and problems. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures. Assess and monitor workload, and administrative and support systems of assigned departments. Direct research, procedural, administrative and managerial studies, and the preparation of reports embodying proposed or recommended courses of action. Identify opportunities for improvement and oversee implementation of changes. Coordinate inter-departmental activities by delineating responsibilities, organizing cooperative ventures and monitoring the collective performance of the departments and non-City agencies involved. Remain abreast of changes in federal, state or local laws or regulations concerning department operations. Ensure compliance with new or revised regulations.

Provide administrative management support to City management. Involves: Assist and advise City management on operations, policy and budget development. Represent the City to management staff, elected officials, outside agencies and the public. Explain, justify and defend the programs, policies and activities of assigned departments, and negotiate and resolve sensitive, significant and controversial issues. Meet and correspond with citizen, governmental and professional groups to secure their support for City activities. Identify and report on questions of interdepartmental procedures or interpretation of responsibility. Develop programs in response to long-range or emergency municipal operations

Provide administrative direction and supervise assigned personnel. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Realign organizational structures for improved efficiency including staffing levels and job design.

Perform related professional administrative duties as necessary.

Knowledge, Skills and Abilities

- Comprehensive knowledge of generally accepted policies, practices and procedures in public sector administration and operations, including budgetary development and control practices, human resource management, planning, and program development.
- Comprehensive knowledge of customer service/public relations methods, policies and practices, including customer service performance assessment and negotiation strategies.
- Considerable knowledge of federal, state and local laws related to municipal operations, including accessibility legislation, records management regulations, and the Texas Freedom of Information Act.
- Good knowledge of computer hardware, software and peripherals related to a wide range of municipal management operations.
- Ability to interpret quantitative and qualitative information dealing with complex abstract and concrete variables to identify, analyze, and solve practical management problems of considerable difficulty.
- Ability to plan, coordinate, schedule, and administer complex services and project management.
- Ability to establish and maintain effective working relationships with coworkers, officials, regulatory agencies, and the general public.
- Ability to provide clear and concise oral and written communication to persuade, negotiate and resolve differences of opinion or interpretation.
- Ability to maintain confidentiality and exercise discretion.

Other Job Characteristics

- Subject to working extended hours as an executive reporting to the Chief Administrative Officer.
- Regular out of town travel for professional conferences and meetings with government officials.
- Occasional driving through City traffic.

Minimum Qualifications

Education and Experience: Equivalent to a Master's degree in a field related to the area of assignment and five (5) years of professional administrative experience managing a division or department related to the area of assignment in a large, customer-oriented organization.

Licenses and Certifications: None.

Human Resources Director

Department Head

OFFICIAL